

Section 4: *Tabular Data*

Q1. Major categories of services provided by the City of Wilmington are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=833)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall maintenance of City streets & sidewalks	3.2%	21.7%	21.1%	33.5%	18.8%	1.6%
Q1-2. Overall quality of City's parks & recreation programs	12.6%	48.1%	22.1%	5.6%	2.8%	8.8%
Q1-3. Overall quality of police services	17.8%	46.0%	20.6%	6.1%	3.2%	6.2%
Q1-4. Overall quality of fire services	29.2%	43.6%	13.3%	0.7%	0.5%	12.7%
Q1-5. Overall efforts by City to enforce codes & ordinances	7.0%	28.6%	28.3%	13.1%	7.7%	15.4%
Q1-6. Overall quality of customer service provided by City employees	10.6%	38.8%	27.3%	8.8%	3.2%	11.4%
Q1-7. Overall effectiveness of City communication with the public	8.5%	34.7%	31.6%	12.6%	7.0%	5.6%
Q1-8. Overall management of traffic flow on City streets	3.0%	14.8%	19.8%	33.3%	26.8%	2.4%
Q1-9. Overall management of stormwater runoff by City	4.0%	22.8%	27.4%	25.7%	13.3%	6.8%
Q1-10. Overall quality of trash, recycling, & yard waste collection services	25.8%	44.1%	16.1%	6.4%	3.5%	4.2%

WITHOUT "DON'T KNOW"

Q1. Major categories of services provided by the City of Wilmington are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=833)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall maintenance of City streets & sidewalks	3.3%	22.1%	21.5%	34.0%	19.1%
Q1-2. Overall quality of City's parks & recreation programs	13.8%	52.8%	24.2%	6.2%	3.0%
Q1-3. Overall quality of police services	19.0%	49.0%	22.0%	6.5%	3.5%
Q1-4. Overall quality of fire services	33.4%	49.9%	15.3%	0.8%	0.6%
Q1-5. Overall efforts by City to enforce codes & ordinances	8.2%	33.8%	33.5%	15.5%	9.1%
Q1-6. Overall quality of customer service provided by City employees	11.9%	43.8%	30.8%	9.9%	3.7%
Q1-7. Overall effectiveness of City communication with the public	9.0%	36.8%	33.5%	13.4%	7.4%
Q1-8. Overall management of traffic flow on City streets	3.1%	15.1%	20.3%	34.1%	27.4%
Q1-9. Overall management of stormwater runoff by City	4.3%	24.5%	29.4%	27.6%	14.3%
Q1-10. Overall quality of trash, recycling, & yard waste collection services	26.9%	46.0%	16.8%	6.6%	3.6%

Q2. Which THREE of the major categories of City services listed in Question 1 do you think are MOST IMPORTANT for the City to provide?

Q2. Top choice	Number	Percent
Overall maintenance of City streets & sidewalks	152	18.2 %
Overall quality of City's parks & recreation programs	22	2.6 %
Overall quality of police services	297	35.7 %
Overall quality of fire services	39	4.7 %
Overall efforts by City to enforce codes & ordinances	24	2.9 %
Overall quality of customer service provided by City employees	6	0.7 %
Overall effectiveness of City communication with the public	18	2.2 %
Overall management of traffic flow on City streets	146	17.5 %
Overall management of stormwater runoff by City	29	3.5 %
Overall quality of trash, recycling, & yard waste collection services	30	3.6 %
None chosen	70	8.4 %
Total	833	100.0 %

Q2. Which THREE of the major categories of City services listed in Question 1 do you think are MOST IMPORTANT for the City to provide?

Q2. 2nd choice	Number	Percent
Overall maintenance of City streets & sidewalks	107	12.8 %
Overall quality of City's parks & recreation programs	44	5.3 %
Overall quality of police services	121	14.5 %
Overall quality of fire services	203	24.4 %
Overall efforts by City to enforce codes & ordinances	31	3.7 %
Overall quality of customer service provided by City employees	12	1.4 %
Overall effectiveness of City communication with the public	18	2.2 %
Overall management of traffic flow on City streets	119	14.3 %
Overall management of stormwater runoff by City	64	7.7 %
Overall quality of trash, recycling, & yard waste collection services	34	4.1 %
None chosen	80	9.6 %
Total	833	100.0 %

Q2. Which THREE of the major categories of City services listed in Question 1 do you think are MOST IMPORTANT for the City to provide?

Q2. 3rd choice	Number	Percent
Overall maintenance of City streets & sidewalks	158	19.0 %
Overall quality of City's parks & recreation programs	47	5.6 %
Overall quality of police services	68	8.2 %
Overall quality of fire services	51	6.1 %
Overall efforts by City to enforce codes & ordinances	50	6.0 %
Overall quality of customer service provided by City employees	24	2.9 %
Overall effectiveness of City communication with the public	49	5.9 %
Overall management of traffic flow on City streets	124	14.9 %
Overall management of stormwater runoff by City	73	8.8 %
Overall quality of trash, recycling, & yard waste collection services	94	11.3 %
None chosen	95	11.4 %
Total	833	100.0 %

Q2. Which THREE of the major categories of City services listed in Question 1 do you think are MOST IMPORTANT for the City to provide? (top 3)

Q2. Sum of top 3 choices	Number	Percent
Overall maintenance of City streets & sidewalks	417	50.1 %
Overall quality of City's parks & recreation programs	113	13.6 %
Overall quality of police services	486	58.3 %
Overall quality of fire services	293	35.2 %
Overall efforts by City to enforce codes & ordinances	105	12.6 %
Overall quality of customer service provided by City employees	42	5.0 %
Overall effectiveness of City communication with the public	85	10.2 %
Overall management of traffic flow on City streets	389	46.7 %
Overall management of stormwater runoff by City	166	19.9 %
Overall quality of trash, recycling, & yard waste collection services	158	19.0 %
None chosen	70	8.4 %
Total	2324	

Q3. Items that may influence your perception of the City of Wilmington are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=833)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of services provided by City	6.2%	48.9%	30.1%	8.2%	2.5%	4.1%
Q3-2. Appearance of City	9.1%	41.7%	24.8%	17.9%	4.3%	2.2%
Q3-3. How well City is planning for growth	3.0%	12.6%	19.7%	29.5%	29.9%	5.3%
Q3-4. Overall quality of life in City	11.3%	45.7%	25.9%	11.0%	3.7%	2.3%
Q3-5. Availability of job opportunities	2.9%	15.4%	27.9%	23.6%	14.5%	15.7%
Q3-6. Overall value you receive for City taxes & fees	3.6%	22.0%	34.6%	22.9%	13.1%	3.8%

WITHOUT "DON'T KNOW"

Q3. Items that may influence your perception of the City of Wilmington are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=833)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City	6.5%	50.9%	31.4%	8.5%	2.6%
Q3-2. Appearance of City	9.3%	42.6%	25.4%	18.3%	4.4%
Q3-3. How well City is planning for growth	3.2%	13.3%	20.8%	31.2%	31.6%
Q3-4. Overall quality of life in City	11.5%	46.8%	26.5%	11.3%	3.8%
Q3-5. Availability of job opportunities	3.4%	18.2%	33.0%	28.1%	17.2%
Q3-6. Overall value you receive for City taxes & fees	3.7%	22.8%	36.0%	23.8%	13.6%

Q4. Public Safety Services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items.

(N=833)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. City efforts to prevent fires	17.4%	42.6%	18.8%	0.5%	0.2%	20.4%
Q4-2. Enforcement of local traffic laws	9.7%	39.6%	24.7%	14.2%	5.4%	6.4%
Q4-3. How quickly police respond to emergencies	14.5%	38.2%	21.6%	4.4%	2.8%	18.5%
Q4-4. Frequency that police officers patrol your neighborhood	8.5%	28.6%	25.6%	19.0%	8.3%	10.1%
Q4-5. Overall police relationship with your community	10.9%	34.2%	29.7%	7.8%	4.9%	12.5%
Q4-6. City efforts to prevent crimes	7.0%	30.0%	30.5%	11.3%	6.5%	14.8%
Q4-7. Enforcement of fire codes	10.2%	32.2%	26.1%	1.9%	0.7%	28.9%

WITHOUT "DON'T KNOW"

Q4. Public Safety Services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

(N=833)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. City efforts to prevent fires	21.9%	53.5%	23.7%	0.6%	0.3%
Q4-2. Enforcement of local traffic laws	10.4%	42.3%	26.4%	15.1%	5.8%
Q4-3. How quickly police respond to emergencies	17.8%	46.8%	26.5%	5.4%	3.4%
Q4-4. Frequency that police officers patrol your neighborhood	9.5%	31.8%	28.4%	21.1%	9.2%
Q4-5. Overall police relationship with your community	12.5%	39.1%	33.9%	8.9%	5.6%
Q4-6. City efforts to prevent crimes	8.2%	35.2%	35.8%	13.2%	7.6%
Q4-7. Enforcement of fire codes	14.4%	45.3%	36.7%	2.7%	1.0%

Q5. Which TWO of the public safety services listed in Question 4 do you think are MOST IMPORTANT for the City to provide?

Q5. Top choice	Number	Percent
City efforts to prevent fires	42	5.0 %
Enforcement of local traffic laws	70	8.4 %
How quickly police respond to emergencies	270	32.4 %
Frequency that police officers patrol your neighborhood	60	7.2 %
Overall police relationship with your community	97	11.6 %
City efforts to prevent crimes	168	20.2 %
Enforcement of fire codes	8	1.0 %
None chosen	118	14.2 %
Total	833	100.0 %

Q5. Which TWO of the public safety services listed in Question 4 do you think are MOST IMPORTANT for the City to provide?

Q5. 2nd choice	Number	Percent
City efforts to prevent fires	58	7.0 %
Enforcement of local traffic laws	81	9.7 %
How quickly police respond to emergencies	123	14.8 %
Frequency that police officers patrol your neighborhood	106	12.7 %
Overall police relationship with your community	113	13.6 %
City efforts to prevent crimes	201	24.1 %
Enforcement of fire codes	24	2.9 %
None chosen	127	15.2 %
Total	833	100.0 %

Q5. Which TWO of the public safety services listed in Question 4 do you think are MOST IMPORTANT for the City to provide? (top 2)

Q5. Sum of top 2 choices	Number	Percent
City efforts to prevent fires	100	12.0 %
Enforcement of local traffic laws	151	18.1 %
How quickly police respond to emergencies	393	47.2 %
Frequency that police officers patrol your neighborhood	166	19.9 %
Overall police relationship with your community	210	25.2 %
City efforts to prevent crimes	369	44.3 %
Enforcement of fire codes	32	3.8 %
None chosen	118	14.2 %
Total	1539	

Q6. Perceptions of Safety. Using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please indicate how safe you feel in the following situations.

(N=833)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q6-1. In Downtown business district during the day	34.2%	45.0%	11.3%	3.8%	0.8%	4.8%
Q6-2. In Downtown business district at night	5.5%	25.7%	25.1%	23.4%	11.6%	8.6%
Q6-3. In City parks	13.6%	41.9%	24.1%	8.5%	3.4%	8.5%
Q6-4. In shopping areas	17.2%	50.3%	23.3%	5.3%	1.3%	2.6%
Q6-5. In your neighborhood during the day	43.2%	42.5%	9.7%	1.8%	1.4%	1.3%
Q6-6. In your neighborhood at night	23.3%	40.1%	20.4%	10.1%	4.9%	1.2%

WITHOUT "DON'T KNOW"

Q6. Perceptions of Safety. Using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please indicate how safe you feel in the following situations. (without "don't know")

(N=833)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q6-1. In Downtown business district during the day	35.9%	47.3%	11.9%	4.0%	0.9%
Q6-2. In Downtown business district at night	6.0%	28.1%	27.5%	25.6%	12.7%
Q6-3. In City parks	14.8%	45.8%	26.4%	9.3%	3.7%
Q6-4. In shopping areas	17.6%	51.7%	23.9%	5.4%	1.4%
Q6-5. In your neighborhood during the day	43.8%	43.1%	9.9%	1.8%	1.5%
Q6-6. In your neighborhood at night	23.6%	40.6%	20.7%	10.2%	5.0%

Q7. Parks and Recreation. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items.

(N=833)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Maintenance & appearance of existing City parks	16.8%	55.3%	15.7%	4.3%	1.1%	6.7%
Q7-2. Number of City parks	12.7%	44.4%	18.4%	11.5%	4.3%	8.6%
Q7-3. Walking trails in City	13.4%	39.5%	20.0%	12.2%	4.8%	10.0%
Q7-4. Biking trails in City	11.9%	32.9%	22.8%	10.9%	7.6%	13.9%
Q7-5. City recreation centers	5.6%	25.3%	31.6%	8.6%	4.2%	24.6%
Q7-6. City swimming pools	3.5%	16.9%	30.3%	11.4%	5.6%	32.3%
Q7-7. City golf course	8.3%	22.4%	28.0%	4.3%	2.4%	34.6%
Q7-8. Quality of outdoor athletic facilities (e.g. baseball, tennis, soccer)	7.1%	32.3%	27.5%	6.8%	3.2%	23.0%
Q7-9. Quality of City recreation programs & classes	5.3%	22.0%	30.3%	5.9%	2.5%	34.1%
Q7-10. Variety of recreation programs & classes offered by City	5.2%	20.9%	28.6%	7.9%	2.9%	34.6%

WITHOUT "DON'T KNOW"

Q7. Parks and Recreation. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

(N=833)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Maintenance & appearance of existing City parks	18.0%	59.3%	16.9%	4.6%	1.2%
Q7-2. Number of City parks	13.9%	48.6%	20.1%	12.6%	4.7%
Q7-3. Walking trails in City	14.9%	43.9%	22.3%	13.6%	5.3%
Q7-4. Biking trails in City	13.8%	38.2%	26.5%	12.7%	8.8%
Q7-5. City recreation centers	7.5%	33.6%	41.9%	11.5%	5.6%
Q7-6. City swimming pools	5.1%	25.0%	44.7%	16.8%	8.3%
Q7-7. City golf course	12.7%	34.3%	42.8%	6.6%	3.7%
Q7-8. Quality of outdoor athletic facilities (e.g. baseball, tennis, soccer)	9.2%	42.0%	35.7%	8.9%	4.2%
Q7-9. Quality of City recreation programs & classes	8.0%	33.3%	45.9%	8.9%	3.8%
Q7-10. Variety of recreation programs & classes offered by City	7.9%	31.9%	43.7%	12.1%	4.4%

Q8. Which TWO of the parks and recreation items listed in Question 7 do you think are MOST IMPORTANT for the City to provide?

Q8. Top choice	Number	Percent
Maintenance & appearance of existing City parks	291	34.9 %
Number of City parks	78	9.4 %
Walking trails in City	81	9.7 %
Biking trails in City	73	8.8 %
City recreation centers	24	2.9 %
City swimming pools	27	3.2 %
City golf course	18	2.2 %
Quality of outdoor athletic facilities (e.g. baseball, tennis, soccer)	44	5.3 %
Quality of City recreation programs & classes	27	3.2 %
Variety of recreation programs & classes offered by City	25	3.0 %
None chosen	145	17.4 %
Total	833	100.0 %

Q8. Which TWO of the parks and recreation items listed in Question 7 do you think are MOST IMPORTANT for the City to provide?

Q8. 2nd choice	Number	Percent
Maintenance & appearance of existing City parks	98	11.8 %
Number of City parks	90	10.8 %
Walking trails in City	117	14.0 %
Biking trails in City	92	11.0 %
City recreation centers	43	5.2 %
City swimming pools	23	2.8 %
City golf course	24	2.9 %
Quality of outdoor athletic facilities (e.g. baseball, tennis, soccer)	67	8.0 %
Quality of City recreation programs & classes	56	6.7 %
Variety of recreation programs & classes offered by City	59	7.1 %
None chosen	164	19.7 %
Total	833	100.0 %

Q8. Which TWO of the parks and recreation items listed in Question 7 do you think are MOST IMPORTANT for the City to provide? (top 2)

Q8. Sum of top 2 choices	Number	Percent
Maintenance & appearance of existing City parks	389	46.7 %
Number of City parks	168	20.2 %
Walking trails in City	198	23.8 %
Biking trails in City	165	19.8 %
City recreation centers	67	8.0 %
City swimming pools	50	6.0 %
City golf course	42	5.0 %
Quality of outdoor athletic facilities (e.g. baseball, tennis, soccer)	111	13.3 %
Quality of City recreation programs & classes	83	10.0 %
Variety of recreation programs & classes offered by City	84	10.1 %
None chosen	145	17.4 %
Total	1502	

Q9. Communication. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items.

(N=833)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Availability of information about City programs & services	6.7%	32.7%	32.8%	13.8%	4.6%	9.5%
Q9-2. City efforts to keep residents informed about local issues	7.0%	32.2%	30.5%	17.9%	6.1%	6.4%
Q9-3. Level of public involvement in City decision-making	1.6%	16.9%	29.3%	26.5%	13.2%	12.5%
Q9-4. Quality of City's cable television channel	3.5%	22.1%	29.2%	8.5%	7.6%	29.2%
Q9-5. Usefulness of information that is available on City's website	5.4%	28.6%	36.4%	6.1%	2.3%	21.2%

WITHOUT "DON'T KNOW"**Q9. Communication. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")**

(N=833)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Availability of information about City programs & services	7.4%	36.1%	36.2%	15.3%	5.0%
Q9-2. City efforts to keep residents informed about local issues	7.4%	34.4%	32.6%	19.1%	6.5%
Q9-3. Level of public involvement in City decision-making	1.8%	19.3%	33.5%	30.3%	15.1%
Q9-4. Quality of City's cable television channel	4.9%	31.2%	41.2%	12.0%	10.7%
Q9-5. Usefulness of information that is available on City's website	6.9%	36.3%	46.2%	7.8%	2.9%

Q10. From which of the following sources do you currently get information about the City of Wilmington?

Q10. From what sources do you currently get information about City of Wilmington	Number	Percent
City newsletter	435	52.2 %
Local newspapers	376	45.1 %
Local radio	384	46.1 %
Local television news	594	71.3 %
Social networking sites (Facebook, Twitter, Instagram)	319	38.3 %
City website	263	31.6 %
City cable channel	142	17.0 %
Calling the City	126	15.1 %
Other	39	4.7 %
Total	2678	

Q10-9. Other

Q10-9. Other	Number	Percent
Word of mouth	7	18.4 %
Local news websites	3	7.9 %
Friends	3	7.9 %
Family/friends	2	5.3 %
Email	2	5.3 %
Internet	2	5.3 %
YMCA	1	2.6 %
Business Journale	1	2.6 %
TV, websites	1	2.6 %
Smart phone	1	2.6 %
Visual of city and surroundings	1	2.6 %
What's on Wilmington calendar	1	2.6 %
City does a poor marketing info	1	2.6 %
Local radio website	1	2.6 %
Meetings	1	2.6 %
Community email chains and word of mouth communication	1	2.6 %
WECT app	1	2.6 %
Email from city	1	2.6 %
Internet news	1	2.6 %
News station website	1	2.6 %
NEIGHBORHOOD FACEBOOK PAGE	1	2.6 %
Friends & neighbors	1	2.6 %
WDI MG	1	2.6 %
ROW	1	2.6 %
Neighbors	1	2.6 %
Total	38	100.0 %

Q11. Which TWO of the sources listed in Question 10 do you prefer to get information about the City of Wilmington?

Q11. Top choice	Number	Percent
City newsletter	210	25.2 %
Local newspapers	103	12.4 %
Local radio	79	9.5 %
Local television news	203	24.4 %
Social networking sites (Facebook, Twitter, Instagram)	78	9.4 %
City website	76	9.1 %
City cable channel	13	1.6 %
Calling the City	9	1.1 %
Other	9	1.1 %
None chosen	53	6.4 %
Total	833	100.0 %

Q11. Which TWO of the sources listed in Question 10 do you prefer to get information about the City of Wilmington?

Q11. 2nd choice	Number	Percent
City newsletter	92	11.0 %
Local newspapers	103	12.4 %
Local radio	95	11.4 %
Local television news	200	24.0 %
Social networking sites (Facebook, Twitter, Instagram)	104	12.5 %
City website	91	10.9 %
City cable channel	40	4.8 %
Calling the City	19	2.3 %
Other	11	1.3 %
None chosen	78	9.4 %
Total	833	100.0 %

Q11. Which TWO of the sources listed in Question 10 do you prefer to get information about the City of Wilmington? (top 2)

Q11. Sum of top 2 choices	Number	Percent
City newsletter	302	36.3 %
Local newspapers	206	24.7 %
Local radio	174	20.9 %
Local television news	403	48.4 %
Social networking sites (Facebook, Twitter, Instagram)	182	21.8 %
City website	167	20.0 %
City cable channel	53	6.4 %
Calling the City	28	3.4 %
Other	20	2.4 %
None chosen	53	6.4 %
Total	1588	

Q12. Maintenance. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items.

(N=833)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Maintenance of major City streets	4.3%	24.2%	20.5%	30.9%	18.2%	1.8%
Q12-2. Maintenance of streets in your neighborhood	5.0%	22.7%	16.0%	25.7%	27.7%	2.9%
Q12-3. How quickly street repairs are made	1.9%	12.8%	17.4%	32.4%	28.6%	6.8%
Q12-4. Condition of street signs & traffic signals	8.0%	48.0%	25.7%	10.1%	6.1%	2.0%
Q12-5. Timing of traffic signals in City	3.1%	25.8%	28.5%	25.8%	14.3%	2.5%
Q12-6. Mowing & tree trimming along City streets & other public areas	6.1%	41.2%	28.0%	13.2%	7.2%	4.3%
Q12-7. Adequacy of City street lighting	5.5%	41.2%	26.8%	16.7%	5.8%	4.1%
Q12-8. Cleanliness of City streets & other public areas	6.2%	36.5%	28.5%	18.2%	7.8%	2.8%
Q12-9. Cleanliness of stormwater drains	4.3%	23.9%	29.4%	21.5%	12.1%	8.8%
Q12-10. Maintenance of City sidewalks in your neighborhood	6.4%	22.6%	25.6%	19.1%	13.6%	12.8%
Q12-11. Maintenance of City buildings	6.0%	35.4%	34.9%	4.8%	2.5%	16.3%

WITHOUT "DON'T KNOW"

Q12. Maintenance. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

(N=833)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Maintenance of major City streets	4.4%	24.7%	20.9%	31.4%	18.6%
Q12-2. Maintenance of streets in your neighborhood	5.2%	23.4%	16.4%	26.5%	28.6%
Q12-3. How quickly street repairs are made	2.1%	13.8%	18.7%	34.8%	30.7%
Q12-4. Condition of street signs & traffic signals	8.2%	49.0%	26.2%	10.3%	6.3%
Q12-5. Timing of traffic signals in City	3.2%	26.5%	29.2%	26.5%	14.7%
Q12-6. Mowing & tree trimming along City streets & other public areas	6.4%	43.0%	29.2%	13.8%	7.5%
Q12-7. Adequacy of City street lighting	5.8%	42.9%	27.9%	17.4%	6.0%
Q12-8. Cleanliness of City streets & other public areas	6.4%	37.5%	29.3%	18.8%	8.0%
Q12-9. Cleanliness of stormwater drains	4.7%	26.2%	32.2%	23.6%	13.3%
Q12-10. Maintenance of City sidewalks in your neighborhood	7.3%	25.9%	29.3%	21.9%	15.6%
Q12-11. Maintenance of City buildings	7.2%	42.3%	41.8%	5.7%	3.0%

Q13. Which TWO of the maintenance items listed in Question 12 do you think are MOST IMPORTANT for the City to provide?

Q13. Top choice	Number	Percent
Maintenance of major City streets	370	44.4 %
Maintenance of streets in your neighborhood	110	13.2 %
How quickly street repairs are made	77	9.2 %
Condition of street signs & traffic signals	11	1.3 %
Timing of traffic signals in City	54	6.5 %
Mowing & tree trimming along City streets & other public areas	10	1.2 %
Adequacy of City street lighting	21	2.5 %
Cleanliness of City streets & other public areas	26	3.1 %
Cleanliness of stormwater drains	28	3.4 %
Maintenance of City sidewalks in your neighborhood	22	2.6 %
Maintenance of City buildings	4	0.5 %
None chosen	100	12.0 %
Total	833	100.0 %

Q13. Which TWO of the maintenance items listed in Question 12 do you think are MOST IMPORTANT for the City to provide?

Q13. 2nd choice	Number	Percent
Maintenance of major City streets	76	9.1 %
Maintenance of streets in your neighborhood	113	13.6 %
How quickly street repairs are made	151	18.1 %
Condition of street signs & traffic signals	28	3.4 %
Timing of traffic signals in City	108	13.0 %
Mowing & tree trimming along City streets & other public areas	37	4.4 %
Adequacy of City street lighting	44	5.3 %
Cleanliness of City streets & other public areas	81	9.7 %
Cleanliness of stormwater drains	41	4.9 %
Maintenance of City sidewalks in your neighborhood	37	4.4 %
Maintenance of City buildings	8	1.0 %
None chosen	109	13.1 %
Total	833	100.0 %

Q13. Which TWO of the maintenance items listed in Question 12 do you think are MOST IMPORTANT for the City to provide? (top 2)

Q13. Sum of top 2 choices	Number	Percent
Maintenance of major City streets	446	53.5 %
Maintenance of streets in your neighborhood	223	26.8 %
How quickly street repairs are made	228	27.4 %
Condition of street signs & traffic signals	39	4.7 %
Timing of traffic signals in City	162	19.4 %
Mowing & tree trimming along City streets & other public areas	47	5.6 %
Adequacy of City street lighting	65	7.8 %
Cleanliness of City streets & other public areas	107	12.8 %
Cleanliness of stormwater drains	69	8.3 %
Maintenance of City sidewalks in your neighborhood	59	7.1 %
Maintenance of City buildings	12	1.4 %
None chosen	100	12.0 %
Total	1557	

Q14. Code Enforcement: Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items.

(N=833)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Enforcement of cleanup of junk & debris on private property	5.2%	22.9%	27.3%	20.3%	11.2%	13.2%
Q14-2. Enforcement of mowing & cutting of weeds & grass on private property	4.0%	21.6%	33.6%	15.8%	9.1%	15.8%
Q14-3. Enforcement of exterior maintenance of residential property	4.0%	19.1%	34.7%	16.0%	9.1%	17.2%
Q14-4. Enforcement of exterior maintenance of commercial/business property	4.0%	24.8%	35.4%	13.3%	4.7%	17.8%
Q14-5. Enforcement of sign regulations	5.2%	22.4%	36.7%	9.0%	5.3%	21.4%
Q14-6. City efforts to remove abandoned or inoperative vehicles	4.3%	21.5%	30.1%	11.4%	7.7%	25.0%

WITHOUT "DON'T KNOW"

Q14. Code Enforcement: Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

(N=833)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Enforcement of cleanup of junk & debris on private property	5.9%	26.4%	31.4%	23.4%	12.9%
Q14-2. Enforcement of mowing & cutting of weeds & grass on private property	4.7%	25.7%	39.9%	18.8%	10.8%
Q14-3. Enforcement of exterior maintenance of residential property	4.8%	23.0%	41.9%	19.3%	11.0%
Q14-4. Enforcement of exterior maintenance of commercial/business property	4.8%	30.2%	43.1%	16.2%	5.7%
Q14-5. Enforcement of sign regulations	6.6%	28.5%	46.7%	11.5%	6.7%
Q14-6. City efforts to remove abandoned or inoperative vehicles	5.8%	28.6%	40.2%	15.2%	10.2%

Q15. Which TWO of the code enforcement items listed in Question 14 do you think are MOST IMPORTANT for the City to provide?

Q15. Top choice	Number	Percent
Enforcement of cleanup of junk & debris on private property	408	49.0 %
Enforcement of mowing & cutting of weeds & grass on private property	71	8.5 %
Enforcement of exterior maintenance of residential property	56	6.7 %
Enforcement of exterior maintenance of commercial/business property	72	8.6 %
Enforcement of sign regulations	50	6.0 %
City efforts to remove abandoned or inoperative vehicles	54	6.5 %
None chosen	122	14.6 %
Total	833	100.0 %

Q15. Which TWO of the code enforcement items listed in Question 14 do you think are MOST IMPORTANT for the City to provide?

Q15. 2nd choice	Number	Percent
Enforcement of cleanup of junk & debris on private property	103	12.4 %
Enforcement of mowing & cutting of weeds & grass on private property	157	18.8 %
Enforcement of exterior maintenance of residential property	138	16.6 %
Enforcement of exterior maintenance of commercial/business property	110	13.2 %
Enforcement of sign regulations	61	7.3 %
City efforts to remove abandoned or inoperative vehicles	117	14.0 %
None chosen	147	17.6 %
Total	833	100.0 %

Q15. Which TWO of the code enforcement items listed in Question 14 do you think are MOST IMPORTANT for the City to provide? (top 2)

Q15. Sum of top 2 choices	Number	Percent
Enforcement of cleanup of junk & debris on private property	511	61.3 %
Enforcement of mowing & cutting of weeds & grass on private property	228	27.4 %
Enforcement of exterior maintenance of residential property	194	23.3 %
Enforcement of exterior maintenance of commercial/business property	182	21.8 %
Enforcement of sign regulations	111	13.3 %
City efforts to remove abandoned or inoperative vehicles	171	20.5 %
None chosen	122	14.6 %
Total	1519	

Q16. Have you contacted the City of Wilmington during the past year?

Q16. Have you contacted City of Wilmington during past year	Number	Percent
Yes	449	53.9 %
No	384	46.1 %
Total	833	100.0 %

Q16a. If "Yes," which City Department did you contact most recently?

Q16a. Which City Department did you contact most recently	Number	Percent
City Manager/City Council	24	5.3 %
Fire Department	8	1.8 %
Parks & Recreation	28	6.2 %
Planning	24	5.3 %
Police Department	63	14.0 %
Solid Waste	146	32.5 %
Business Licenses	3	0.7 %
Stormwater	32	7.1 %
Street Maintenance	47	10.5 %
Code Enforcement	49	10.9 %
Other	23	5.1 %
Not provided	2	0.4 %
Total	449	100.0 %

WITHOUT "NOT PROVIDED"**Q16a. If "Yes," which City Department did you contact most recently? (without "not provided")**

Q16a. Which City Department did you contact most recently	Number	Percent
City Manager/City Council	24	5.4 %
Fire Department	8	1.8 %
Parks & Recreation	28	6.3 %
Planning	24	5.4 %
Police Department	63	14.1 %
Solid Waste	146	32.7 %
Business Licenses	3	0.7 %
Stormwater	32	7.2 %
Street Maintenance	47	10.5 %
Code Enforcement	49	11.0 %
Other	23	5.1 %
Total	447	100.0 %

Q16a-11. Other

<u>Q16a-11. Other</u>	<u>Number</u>	<u>Percent</u>
CFPUA	4	17.4 %
Trees	3	13.0 %
ZONING	2	8.7 %
Tree regulation	1	4.3 %
Street maintenance	1	4.3 %
Public works	1	4.3 %
Licensing for my pet	1	4.3 %
Tree planting in historic district	1	4.3 %
Engineering	1	4.3 %
Health dept	1	4.3 %
Traffic engineering	1	4.3 %
Trash pickup	1	4.3 %
Street parking	1	4.3 %
TAX DEPARTMENT	1	4.3 %
Hurricane cleanup	1	4.3 %
Water service	1	4.3 %
<u>HUMAN RESOURCES</u>	<u>1</u>	<u>4.3 %</u>
Total	23	100.0 %

Q16b. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the City employees in the Department you selected in Q16a with regard to the following.

(N=449)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16b-1. How easy they were to contact	25.6%	47.4%	12.2%	7.8%	6.2%	0.7%
Q16b-2. The way you were treated	27.6%	44.8%	14.3%	6.2%	4.2%	2.9%
Q16b-3. Accuracy of information & assistance you were given	27.8%	36.5%	16.9%	8.2%	7.3%	3.1%
Q16b-4. How quickly City staff responded to your request	26.3%	32.3%	13.6%	12.2%	13.1%	2.4%
Q16b-5. How well your issue was handled	26.7%	30.3%	13.4%	10.5%	16.3%	2.9%

WITHOUT "DON'T KNOW"

Q16b. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the City employees in the Department you selected in Q16a with regard to the following. (without "don't know")

(N=449)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16b-1. How easy they were to contact	25.8%	47.8%	12.3%	7.8%	6.3%
Q16b-2. The way you were treated	28.4%	46.1%	14.7%	6.4%	4.4%
Q16b-3. Accuracy of information & assistance you were given	28.7%	37.7%	17.5%	8.5%	7.6%
Q16b-4. How quickly City staff responded to your request	26.9%	33.1%	13.9%	12.6%	13.5%
Q16b-5. How well your issue was handled	27.5%	31.2%	13.8%	10.8%	16.7%

Q17. City Public Services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items.

(N=833)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Residential trash collection services	40.8%	40.5%	8.5%	3.1%	1.9%	5.2%
Q17-2. Curbside recycling services	37.9%	37.3%	9.1%	4.9%	2.6%	8.0%
Q17-3. Bulky item pick up/ removal services (old furniture, appliances, etc.)	31.6%	31.6%	12.4%	9.5%	3.1%	11.9%
Q17-4. Yard waste collection services	33.4%	34.9%	10.7%	7.7%	2.9%	10.4%

WITHOUT "DON'T KNOW"**Q17. City Public Services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")**

(N=833)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Residential trash collection services	43.0%	42.7%	9.0%	3.3%	2.0%
Q17-2. Curbside recycling services	41.3%	40.6%	9.9%	5.4%	2.9%
Q17-3. Bulky item pick up/removal services (old furniture, appliances, etc.)	35.8%	35.8%	14.0%	10.8%	3.5%
Q17-4. Yard waste collection services	37.3%	39.0%	11.9%	8.6%	3.2%

Q18. Several services provided by the City of Wilmington are listed below. For each one, please indicate if you used the service during the past 12 months.

(N=833)

	Yes	No	Don't know
Q18-1. Used public transportation services supported by City	11.9%	83.8%	4.3%
Q18-2. Participated in recreation programs offered by City	19.9%	74.7%	5.4%
Q18-3. Participated (you or child) in youth activities offered by Police Department	4.9%	89.7%	5.4%
Q18-4. Visited City recreation centers	43.2%	52.0%	4.8%
Q18-5. Visited a neighborhood or City park	84.8%	12.4%	2.9%
Q18-6. Used or called Fire services	9.6%	87.0%	3.4%
Q18-7. Called Code Enforcement	14.9%	81.2%	4.0%
Q18-8. Called or visited Police Department	34.0%	62.7%	3.4%
Q18-9. Visited City's website	57.3%	38.9%	3.8%
Q18-10. Read City's newsletter	72.1%	24.8%	3.0%
Q18-11. Watched City's cable television channel	38.7%	57.7%	3.6%
Q18-12. Watched a video on City website	18.0%	77.2%	4.8%
Q18-13. Seen anything from City on Facebook, Twitter, Instagram or Nextdoor	39.4%	54.5%	6.1%

WITHOUT "DON'T KNOW"

Q18. Several services provided by the City of Wilmington are listed below. For each one, please indicate if you used the service during the past 12 months. (without "don't know")

(N=833)

	Yes	No
Q18-1. Used public transportation services supported by City	12.4%	87.6%
Q18-2. Participated in recreation programs offered by City	21.1%	78.9%
Q18-3. Participated (you or child) in youth activities offered by Police Department	5.2%	94.8%
Q18-4. Visited City recreation centers	45.4%	54.6%
Q18-5. Visited a neighborhood or City park	87.3%	12.7%
Q18-6. Used or called Fire services	9.9%	90.1%
Q18-7. Called Code Enforcement	15.5%	84.5%
Q18-8. Called or visited Police Department	35.2%	64.8%
Q18-9. Visited City's website	59.6%	40.4%
Q18-10. Read City's newsletter	74.4%	25.6%
Q18-11. Watched City's cable television channel	40.1%	59.9%
Q18-12. Watched a video on City website	18.9%	81.1%
Q18-13. Seen anything from City on Facebook, Twitter, Instagram or Nextdoor	41.9%	58.1%

Q19. Transportation and Other Issues. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items.

(N=833)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Adequacy of public parking in Downtown Wilmington	4.7%	30.4%	22.1%	24.8%	13.1%	4.9%
Q19-2. Availability of public transportation services in Wilmington	4.3%	19.0%	28.6%	11.8%	6.0%	30.4%
Q19-3. Ease of travel by car in City	4.7%	28.2%	24.4%	27.6%	13.4%	1.7%
Q19-4. Ease of walking in City	7.1%	34.6%	26.4%	17.2%	8.5%	6.2%
Q19-5. Ease of biking in City	4.3%	16.4%	26.3%	17.8%	13.0%	22.2%
Q19-6. Opportunities to attend cultural activities in Wilmington	12.4%	40.8%	23.9%	5.6%	3.4%	13.9%
Q19-7. Availability of affordable housing in Wilmington	2.9%	10.9%	25.0%	18.4%	23.9%	19.0%

WITHOUT "DON'T KNOW"

Q19. Transportation and Other Issues. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

(N=833)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Adequacy of public parking in Downtown Wilmington	4.9%	31.9%	23.2%	26.1%	13.8%
Q19-2. Availability of public transportation services in Wilmington	6.2%	27.2%	41.0%	16.9%	8.6%
Q19-3. Ease of travel by car in City	4.8%	28.7%	24.8%	28.1%	13.7%
Q19-4. Ease of walking in City	7.6%	36.9%	28.2%	18.3%	9.1%
Q19-5. Ease of biking in City	5.6%	21.1%	33.8%	22.8%	16.7%
Q19-6. Opportunities to attend cultural activities in Wilmington	14.4%	47.4%	27.8%	6.6%	3.9%
Q19-7. Availability of affordable housing in Wilmington	3.6%	13.5%	30.8%	22.7%	29.5%

Q20. Capital Improvement Priorities. Major investments that are being made by the City are listed below. Using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all," please indicate how important you think it is for the city to continue to invest in the following projects.

(N=833)

	Extremely important	Very important	Important	Not very important	Not important at all	Don't know
Q20-1. Upgrades to public facilities (e.g. public buildings, Riverwalk, stormwater facilities)	28.6%	31.5%	29.7%	5.2%	1.2%	4.0%
Q20-2. Improvements to parks & open space	24.6%	34.2%	27.4%	7.8%	2.2%	3.8%
Q20-3. Improvements to Police/Fire facilities	20.9%	31.9%	32.8%	7.1%	1.8%	5.5%
Q20-4. Improvements to City's transportation network (e.g. roads, bridges, public transit)	48.0%	30.9%	15.5%	1.7%	0.8%	3.1%
Q20-5. Additional crosswalks, bike lanes, multi-use trails	33.9%	24.6%	22.2%	11.2%	4.4%	3.7%
Q20-6. Improvements to arts/cultural facilities	12.7%	22.2%	39.1%	14.5%	6.1%	5.3%

WITHOUT "DON'T KNOW"

Q20. Capital Improvement Priorities. Major investments that are being made by the City are listed below. Using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all," please indicate how important you think it is for the city to continue to invest in the following projects. (without "don't know")

(N=833)

	Extremely important	Very important	Important	Not very important	Not important at all
Q20-1. Upgrades to public facilities (e.g. public buildings, Riverwalk, stormwater facilities)	29.8%	32.8%	30.9%	5.4%	1.3%
Q20-2. Improvements to parks & open space	25.6%	35.6%	28.5%	8.1%	2.2%
Q20-3. Improvements to Police/Fire facilities	22.1%	33.8%	34.7%	7.5%	1.9%
Q20-4. Improvements to City's transportation network (e.g. roads, bridges, public transit)	49.6%	31.8%	16.0%	1.7%	0.9%
Q20-5. Additional crosswalks, bike lanes, multi-use trails	35.2%	25.6%	23.1%	11.6%	4.6%
Q20-6. Improvements to arts/cultural facilities	13.4%	23.4%	41.3%	15.3%	6.5%

Q21. Which TWO of the capital improvements items listed in Question 20 would you be MOST WILLING to pay an increase in taxes to support?

Q21. Top choice	Number	Percent
Upgrades to public facilities (e.g. public buildings, Riverwalk, stormwater facilities)	106	12.7 %
Improvements to parks & open space	74	8.9 %
Improvements to Police/Fire facilities	67	8.0 %
Improvements to City's transportation network (e.g. roads, bridges, public transit)	178	21.4 %
Additional crosswalks, bike lanes, multi-use trails	102	12.2 %
Improvements to arts/cultural facilities	17	2.0 %
None chosen	289	34.7 %
Total	833	100.0 %

Q21. Which TWO of the capital improvements items listed in Question 20 would you be MOST WILLING to pay an increase in taxes to support?

Q21. 2nd choice	Number	Percent
Upgrades to public facilities (e.g. public buildings, Riverwalk, stormwater facilities)	89	10.7 %
Improvements to parks & open space	92	11.0 %
Improvements to Police/Fire facilities	55	6.6 %
Improvements to City's transportation network (e.g. roads, bridges, public transit)	112	13.4 %
Additional crosswalks, bike lanes, multi-use trails	108	13.0 %
Improvements to arts/cultural facilities	30	3.6 %
None chosen	347	41.7 %
Total	833	100.0 %

Q21. Which TWO of the capital improvements items listed in Question 20 would you be MOST WILLING to pay an increase in taxes to support? (top 2)

Q21. Sum of top 2 choices	Number	Percent
Upgrades to public facilities (e.g. public buildings, Riverwalk, stormwater facilities)	195	23.4 %
Improvements to parks & open space	166	19.9 %
Improvements to Police/Fire facilities	122	14.6 %
Improvements to City's transportation network (e.g. roads, bridges, public transit)	290	34.8 %
Additional crosswalks, bike lanes, multi-use trails	210	25.2 %
Improvements to arts/cultural facilities	47	5.6 %
None chosen	289	34.7 %
Total	1319	

Q22. Funding for City Services. Using a scale of 1 to 5, where 5 means "spend much more" and 1 means "spend much less," please indicate what you think about the City's current level of funding for each of the City services listed below.

(N=833)

	Spend much more	Spend more	Spend about the same	Spend less	Spend much less	Not provided
Q22-1. Upgrades to public facilities (e.g. public buildings, Riverwalk, stormwater facilities)	5.9%	29.5%	48.3%	7.0%	3.8%	5.5%
Q22-2. Improvements to parks & open space	9.4%	23.5%	49.6%	8.8%	3.6%	5.2%
Q22-3. Improvements to Police/Fire facilities	6.7%	25.3%	51.7%	8.4%	2.3%	5.5%
Q22-4. Improvements to City's transportation network (e.g. roads, bridges, public transit)	27.5%	39.3%	25.2%	1.8%	1.3%	4.9%
Q22-5. Additional crosswalks, bike lanes, multi-use trails	18.5%	26.8%	31.5%	12.7%	5.9%	4.7%
Q22-6. Improvements to arts/cultural facilities	6.6%	12.6%	49.6%	16.1%	10.2%	4.9%

WITHOUT "NOT PROVIDED"

Q22. Funding for City Services. Using a scale of 1 to 5, where 5 means "spend much more" and 1 means "spend much less," please indicate what you think about the City's current level of funding for each of the City services listed below. (without "not provided")

(N=833)

	Spend much more	Spend more	Spend about the same	Spend less	Spend much less
Q22-1. Upgrades to public facilities (e.g. public buildings, Riverwalk, stormwater facilities)	6.2%	31.3%	51.1%	7.4%	4.1%
Q22-2. Improvements to parks & open space	9.9%	24.8%	52.3%	9.2%	3.8%
Q22-3. Improvements to Police/Fire facilities	7.1%	26.8%	54.8%	8.9%	2.4%
Q22-4. Improvements to City's transportation network (e.g. roads, bridges, public transit)	28.9%	41.3%	26.5%	1.9%	1.4%
Q22-5. Additional crosswalks, bike lanes, multi-use trails	19.4%	28.1%	33.0%	13.4%	6.2%
Q22-6. Improvements to arts/cultural facilities	6.9%	13.3%	52.1%	16.9%	10.7%

Q23. Strategic Planning. The city's major focus areas are listed below. Using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all," please indicate how important each of the City's focus areas are to you.

(N=833)

	Extremely important	Very important	Important	Not very important	Not important at all	Not provided
Q23-1. Share information, get citizen input, & build relationships	34.5%	32.8%	25.6%	2.5%	0.6%	4.1%
Q23-2. Improve local economy through public & private investments & partnerships	24.4%	34.9%	27.7%	6.0%	1.9%	5.0%
Q23-3. Work to ensure City is positioned for future sustainability & growth	45.6%	30.0%	16.6%	2.2%	1.1%	4.6%
Q23-4. Provide a safe community	60.3%	27.0%	7.8%	0.6%	0.4%	4.0%
Q23-5. Support neighborhoods to help them thrive	37.3%	30.7%	23.0%	4.1%	0.6%	4.2%
Q23-6. Provide a safe & efficient transportation system	32.7%	30.1%	27.9%	4.6%	1.0%	3.8%

WITHOUT "NOT PROVIDED"

Q23. Strategic Planning. The city's major focus areas are listed below. Using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all," please indicate how important each of the City's focus areas are to you. (without "not provided")

(N=833)

	Extremely important	Very important	Important	Not very important	Not important at all
Q23-1. Share information, get citizen input, & build relationships	35.9%	34.2%	26.7%	2.6%	0.6%
Q23-2. Improve local economy through public & private investments & partnerships	25.7%	36.8%	29.2%	6.3%	2.0%
Q23-3. Work to ensure City is positioned for future sustainability & growth	47.8%	31.4%	17.4%	2.3%	1.1%
Q23-4. Provide a safe community	62.8%	28.1%	8.1%	0.6%	0.4%
Q23-5. Support neighborhoods to help them thrive	39.0%	32.1%	24.1%	4.3%	0.6%
Q23-6. Provide a safe & efficient transportation system	34.0%	31.3%	29.0%	4.7%	1.0%

Q24. Overall Ratings of the City. Using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor," please rate the City of Wilmington with regard to the following.

(N=833)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q24-1. As a place to live	31.1%	51.0%	8.6%	5.9%	2.3%	1.1%
Q24-2. As a place to raise children	20.2%	41.2%	16.0%	7.7%	4.0%	11.0%
Q24-3. As a place to work or build a business	12.8%	36.0%	22.7%	17.4%	5.6%	5.4%
Q24-4. As a place to retire	27.5%	42.1%	15.0%	6.7%	3.2%	5.4%
Q24-5. As a place to visit	45.9%	39.5%	7.7%	3.0%	1.2%	2.8%

WITHOUT "DON'T KNOW"

Q24. Overall Ratings of the City. Using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor," please rate the City of Wilmington with regard to the following. (without "don't know")

(N=833)

	Excellent	Good	Neutral	Below average	Poor
Q24-1. As a place to live	31.4%	51.6%	8.7%	5.9%	2.3%
Q24-2. As a place to raise children	22.7%	46.3%	17.9%	8.6%	4.5%
Q24-3. As a place to work or build a business	13.6%	38.1%	24.0%	18.4%	6.0%
Q24-4. As a place to retire	29.1%	44.5%	15.9%	7.1%	3.4%
Q24-5. As a place to visit	47.2%	40.6%	7.9%	3.1%	1.2%

Q25. Approximately, how many years have you lived in Wilmington?

Q25. How many years have you lived in Wilmington	Number	Percent
Less than 5 years	112	13.4 %
5-10 years	123	14.8 %
11-20 years	164	19.7 %
20+ years	424	50.9 %
Not provided	10	1.2 %
Total	833	100.0 %

WITHOUT "NOT PROVIDED"**Q25. Approximately, how many years have you lived in Wilmington? (without "not provided")**

Q25. How many years have you lived in Wilmington	Number	Percent
Less than 5 years	112	13.6 %
5-10 years	123	14.9 %
11-20 years	164	19.9 %
20+ years	424	51.5 %
Total	823	100.0 %

Q26. What is your age?

<u>Q26. Your age</u>	<u>Number</u>	<u>Percent</u>
Under 35 years	165	19.8 %
35-44 years	166	19.9 %
45-54 years	171	20.5 %
55-64 years	166	19.9 %
65+ years	153	18.4 %
Not provided	12	1.4 %
Total	833	100.0 %

WITHOUT "NOT PROVIDED"**Q26. What is your age? (without "not provided")**

<u>Q26. Your age</u>	<u>Number</u>	<u>Percent</u>
Under 35 years	165	20.1 %
35-44 years	166	20.2 %
45-54 years	171	20.8 %
55-64 years	166	20.2 %
65+ years	153	18.6 %
Total	821	100.0 %

Q27. Have you been a victim of a crime in the City of Wilmington during the past year?

Q27. Have you been a victim of a crime in City of

<u>Wilmington during past year</u>	<u>Number</u>	<u>Percent</u>
Yes	99	11.9 %
No	725	87.0 %
Not provided	9	1.1 %
Total	833	100.0 %

WITHOUT "NOT PROVIDED"**Q27. Have you been a victim of a crime in the City of Wilmington during the past year? (without "not provided")**

Q27. Have you been a victim of a crime in City of

<u>Wilmington during past year</u>	<u>Number</u>	<u>Percent</u>
Yes	99	12.0 %
No	725	88.0 %
Total	824	100.0 %

Q28. What is your gender?

<u>Q28. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	411	49.3 %
Female	414	49.7 %
Not provided	8	1.0 %
Total	833	100.0 %

WITHOUT “NOT PROVIDED”**Q28. What is your gender? (without "not provided")**

<u>Q28. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	411	49.8 %
Female	414	50.2 %
Total	825	100.0 %

Q29. Have you visited Downtown Wilmington during the past year?

Q29. Have you visited Downtown Wilmington during past year	Number	Percent
Yes	778	93.4 %
No	48	5.8 %
Not provided	7	0.8 %
Total	833	100.0 %

WITHOUT "NOT PROVIDED"**Q29. Have you visited Downtown Wilmington during the past year? (without "not provided")**

Q29. Have you visited Downtown Wilmington during past year	Number	Percent
Yes	778	94.2 %
No	48	5.8 %
Total	826	100.0 %

Q30. Which of the following best describes your race/ethnicity?

<u>Q30. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian/Pacific Islander	12	1.4 %
White	639	76.7 %
American Indian/Eskimo	6	0.7 %
Black/African American	151	18.1 %
Hispanic/Latino/Spanish	44	5.3 %
Other	7	0.8 %
Total	859	

Q30-6. Other

<u>Q30-6. Other</u>	<u>Number</u>	<u>Percent</u>
Mixed	4	57.1 %
MULTI-RACIAL	2	28.6 %
Greek	1	14.3 %
Total	7	100.0 %

Q31. Would you say your total annual household income is:

<u>Q31. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	116	13.9 %
\$30K to \$59,999	202	24.2 %
\$60K to \$99,999	198	23.8 %
\$100K+	256	30.7 %
Not provided	61	7.3 %
Total	833	100.0 %

WITHOUT "NOT PROVIDED"**Q31. Would you say your total annual household income is: (without "not provided")**

<u>Q31. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	116	15.0 %
\$30K to \$59,999	202	26.2 %
\$60K to \$99,999	198	25.6 %
\$100K+	256	33.2 %
Total	772	100.0 %